

Professional and Managerial Branch  
Cultural Group  
Library Series

LIBRARY-HEAD OF GENERAL REFERENCE

04/90

**CHARACTERISTICS OF THE CLASS:**

Under general supervision, plans, develops, implements, and evaluates general reference services in the Main Library; performs related duties as required.

**EXAMPLES OF DUTIES:**

Participates in providing reference service to the public; conducts reference workshops for Library staff as needed; conducts periodic studies of reference services and procedures, and evaluates the quality of reference service; may act in charge of the Main Library in the absence of the Main Library Coordinator; participates on Library committees or task forces as assigned; conducts staff meetings, maintains work records and prepares reports.

Formulates goals, plans and procedures for the Main library reference center, including scheduling staff assigned to the reference service desk; instructs personnel in policies and procedures, and accepts responsibility for the overall effectiveness of reference desk service; supervises selection of materials for the Main Library reference collection and maintains responsibility for the scope and quality of a major segment of the main Library circulating collection.

Recommends selection, supervises, trains and evaluates assigned personnel; enforces established rules and regulations, standards of conduct and work attendance.

**MINIMUM QUALIFICATIONS:**

Training and Experience: Graduation from an ALA accredited college or university with a master's Degree in Library Science and four (4) years of progressively responsible postgraduate public library experience with experience in reference services, including at least one year of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of the principles, techniques and methods in the operation of a public library; considerable knowledge of reference sources, collection development principles and methods; considerable knowledge of computer-based library services; considerable knowledge of library services; good knowledge of supervisory techniques, standards of conduct and work attendance.

Ability to plan and evaluate programs; ability to supervise a large variety of library operations; ability to communicate clearly and concisely, both orally and in writing; ability to establish and maintain effective working relationships with fellow employees and the general public; ability to service, train and evaluate assigned personnel; ability to maintain records and reports.

Skill in meeting and dealing effectively with the public.

Special Requirements: Bilingual (English/Spanish) ability desirable.

Physical Requirements: mobility within an office and library environment; operate a motor vehicle through city traffic.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent license issued by another state.

---

Director of Personnel

---

Department Head